

1 5. No claims were denied based on the absence of a diagnostic code on the claim
2 submission.

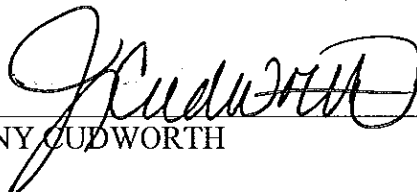
3 6. KCC has determined that 1,540 claims are valid and approved for reimbursement.

4 7. Of the 1,540 valid claims, the payout ranges are as follows: 194 claims under 48,000
5 miles for a total value of \$111,479.26; 131 claims between 48,000-60,000 miles for a total value of
6 \$53,469.78; 320 claims between 60,000-80,000 miles for a total value of \$48,562.04; 334 claims
7 between 80,000-100,000 miles for a total value of \$46,234.52; 241 claims between 100,000-120,000
8 miles for a total value of \$11,810.81; and 320 claims over 120,000 miles for a total value of \$6,500.00.
9 The total value of the valid claims submitted is \$278,056.41. The average claim reimbursement value is
10 \$180.56.

11 8. On August 21, 2015, KCC sent missing information letters to claimants who failed to
12 provide information necessary to determine the validity of their claim. KCC analyzed information
13 received in response to the missing information letters. The claims that were determined to be valid
14 after receiving additional information are included in paragraph 7. 494 claims were determined to be
15 invalid. For each of these invalid claims, the claimant failed to provide any supporting documentation
16 of a brake booster repair, even after KCC mailed a missing information letter to each such claimant
17 seeking this information.

18 9. Subsequently, KCC received 66 new claims lacking the information necessary to
19 determine the validity of these claims. These 66 claims (two of which refer to multiple vehicles) are
20 pending a final status because KCC has mailed missing information letters to these claimants, providing
21 each of these claimants the opportunity to cure. None of these claims will be denied based on the
22 absence of a diagnostic code on the claim submission.

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24 I declare under penalty of perjury pursuant to the laws of the State of California that the
25 foregoing is true and correct to the best of my knowledge and that this declaration was executed this 9th
26 day of October, 2015 at Novato, California.

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JENNY CUDWORTH